

# Refill Your VA Prescriptions from the Comfort of Your Home

At Wilmington VA Medical Center, the health and safety of our Veterans is our number one priority. Our Pharmacy Service is dedicated to providing you with the **best care** in the **safest possible way** during the COVID-19 pandemic. To reduce the time spent in the facility and to further lower COVID-19 transmission risk to all Veterans and VA staff, we have asked that all VA providers to request mail delivery when issuing routine prescriptions. We ask that you only come to the pharmacy if you need a medication the same day. Otherwise, please use the mail out option for all routine and refill requests.

## 4 Ways to Refill Your VA Prescriptions from Home

### 1. Phone

**Automated Refill Line:**

- 302-633-5484

**Pharmacy Services Call Center:**

- 1-800-461-8262 ext. 5359

### 2. Online

You can use My HealtheVet at [www.myhealthevet.va.gov](http://www.myhealthevet.va.gov) to refill your VA prescriptions and view your VA prescription history online.

### 3. Mail

Send your refill slips to:

Wilmington VA Medical Center  
Attn: Pharmacy (119)  
1601 Kirkwood Hwy  
Wilmington, DE 19805

### 4. New Mobile App

Visit [mobile.va.gov/app/rx-refill](http://mobile.va.gov/app/rx-refill) or scan the QR code below with your device's camera to learn more and to download the app.



## Information on Mail-Order Prescriptions

- All medications will be processed and sent to your mailbox quickly. Please make sure your mailing address on file with the VA is correct. If you need to make a change, please visit [www.va.gov/change-address](http://www.va.gov/change-address) or call your Patient Aligned Care Team (PACT).
- The VA does **NOT** have an automatic refill option.
- Requesting your next refill **as soon as you receive** your medication in the mail (unless it is a narcotic) results in on time delivery!
- Our Pharmacy Services is doing their best to proactively offset any delays in mail-order prescriptions through USPS. If you haven't received yours within 7 – 10 business days of the date indicated on the prescription, please contact us at 302-994-2511 ext. 5359 or through Secure Messaging on MyHealtheVet.

Please call Pharmacy Service Call Center with any questions at 1-800-461-8262 ext. 5359. It is our pleasure to serve you.

**VA**



U.S. Department of Veterans Affairs  
Wilmington VA Medical Center